

DOI Work Activity 78: Administer Internal Civil Rights

Program Area:	Indirect Cost
End Outcome Goal:	Not applicable
Intermediate Outcome:	Not applicable
DOI Sub process:	5b - Sustain Organizations

Examples/Notes: Note: Use DOI Work Activity 76 - Administer Employee and Labor Relations, not DOI Work Activity 78 - Administer Internal Civil Rights, for complaints of discrimination based on sexual orientation. These are internal departmental processes, not Title VII matters. DOI Work Activity 78 - Administer Internal Civil Rights relates to Title VII of the Civil Rights Act of 1964.

Work Activity Description: Administer Internal Civil Rights (DOI Work Activity 78) captures all costs to implement 29 C.F.R. 1614 and EEOC management Directive 715. Costs are not limited to the work of EEO employees, but also include the work of any Office of Bureau employees engaged in responding to and resolving civil rights and equal opportunity complaints. Also includes the cost of settlement agreements.

Administer Internal Civil Rights (DOI Work Activity 78) includes the following work activities:

At the pre-complaint stage:

- Providing pre-complaint counseling to all EEO pre-complainants; attempting resolution of the issues, conducting a limited inquiry, and creating a Report of Counseling.
- Organizing and assisting with Alternate Dispute Resolution (ADR) activities during the pre-complaint stage, and track and monitor all data related to the pre-complaint stage;
- Providing direction and guidance to all customers regarding the pre-complaint stage, including managers, supervisors, employees, and representatives.

At the complaint stage:

- Accepting/rejecting formal complaints for investigation;
- Arranging for and overseeing an investigation by a contract investigator;
- Reviewing the Report of Investigation;
- Assisting Human Resources and Solicitor with document requests related to the hearing;
- Attending hearings and responding to and reviewing depositions;
- Tracking all formal complaints;
- Analyzing all data relating to recruitment, hiring, training/development
- Providing customer service, direction, and guidance to complainants, their representatives, Solicitor, Human Resources, Office of Civil Rights, supervisors, and managers throughout the formal complaint process;
- Organizing and assisting with ADR activities during the formal complaint stage;
- Overseeing settlement processes;
- Completing reports and plans related to complaint activities

Other specific tasks include:

- Monitoring, evaluating, and adjudicating civil rights compliance and enforcement functions covering equal opportunity;
- Completing reports and plans related to preventing discrimination;
- Providing/attending training on civil rights and equal opportunity;
- Developing civil rights, equal access and workforce diversity policy on the prevention, resolution and elimination of discrimination in the workplace;
- Implementing laws, Executive Orders and Management Directives prohibiting discrimination on the

basis of race, color, national origin, age, sex, and disability; establish and maintain Equal Employment Opportunity Programs.

Output: NA	Unit of Measure: NA
Inputs:	Cost Drivers: Workload requirements, external requirements (DOI, OMB, Congress)

System Interfaces:

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